

IN THE CLAIMS

For the convenience of the Examiner, all pending claims of the present Application are presented below whether or not an amendment has been made. Please amend the claims as follows:

1. **(Currently Amended)** A method for processing the returns of merchandise purchased through the World Wide Web comprising:

identifying a user associated with the purchase of one or more items of merchandise;

gathering transaction history data associated with the identified user from a computerized database;

displaying the transaction history associated with the identified user to the user on a computerized system, the transaction history identifying a listing of merchandise associated with the user; and

initiating a returns process in response to a selection, by the user, of an a particular item of merchandise within the listing of merchandise in the displayed transaction history, the selection comprising input into the computerized system.

2. **(Original)** The method of Claim 1 further comprising retrieving a preference profile for the identified user.

3. **(Previously Presented)** The method of Claim 2 further comprising crediting a user account indicated in the user preference profile based upon the item selected.

4. **(Previously Presented)** The method of Claim 1 further comprising notifying a retailer associated with the item selected by the user.

5. **(Previously Presented)** The method of Claim 4 further comprising providing the retailer with the transaction information and user information associated with the item selected by the user.

6. **(Original)** The method of Claim 1 further comprising generating a return shipping label for the merchandise to be returned.

7. **(Original)** The method of Claim 1 further comprising notifying a shipping provider of a merchandise return to be picked up.

8. **(Original)** The method of Claim 1 further comprising auctioning the merchandise selected for return by the user.

9. **(Original)** The method of Claim 1 further comprising communicating between a client system and a server system via the Internet.

10. **(Withdrawn)** A method for processing the local return of remotely purchased merchandise comprising:

displaying, on a client system, a transaction listing containing transactions associated with a user;

the transaction listing including at least one individual transaction indicative of merchandise purchased by the user from a retailer; and

initiating a returns process in response to selection of at least one individual transaction by the user.

11. **(Withdrawn)** The method of Claim 10 further comprising:

identifying the user; and

retrieving transaction information associated with the identified user.

12. **(Withdrawn)** The method of Claim 10 further comprising:

transmitting an identifier to a server system; and

retrieving a user preference profile previously stored for the user identified by the identifier.

13. **(Withdrawn)** The method of Claim 12 further comprising:
completing the returns process based upon settings in the user preference profile.
14. **(Withdrawn)** The method of Claim 10 further comprising:
notifying the retailer of the merchandise to be returned; and
providing transaction information associated with the merchandise return the
retailer.
15. **(Withdrawn)** The method of Claim 10 further comprising:
notifying a shipping agent of a merchandise return package to be shipped; and
generating a shipping label for the merchandise return package.
16. **(Withdrawn)** The method of Claim 12 further comprising issuing a credit
to a user account indicated in the user preference profile.
17. **(Withdrawn)** A system for processing merchandise returns comprising:
a server communicatively coupled to a network;
the server operable to receive single-action requests from the network;
at least one transaction database communicatively coupled to the server;
at least one customer database communicatively coupled to the server;
a program of instructions executable by the server; and
the program of instructions operable to access a client identifier included in the
return request, identify a customer in the customer database based upon the client
identifier and create at least one transaction listing from transactions included in the
transaction database associated with the identified customer.

18. **(Withdrawn)** The system of Claim 17 further comprising:
at least one client communicatively coupled to the network;
at least one display operably coupled to the client;
the display operable to display the transaction listing created by the server; and
the client operable to transmit a single-action return request to the network in response to selection of at least one transaction displayed in the transaction listing.

19. **(Withdrawn)** The system of Claim 17 further comprising the program of instructions operable to initiate a returns process in response to selection of at least one transaction from the transaction listing.

20. **(Withdrawn)** The system of Claim 19 further comprising the program of instructions operable to retrieve a preference profile for the identified user and complete the returns process based upon settings included in the preference profile.

21. **(Withdrawn)** A method for processing the returns of merchandise comprising:

storing transaction history data associated with a user in a computerized database, the transaction history data comprising information about one or more purchase transactions associated with the user;

displaying the transaction history data associated with the user to the user on a computerized system; and

initiating a returns process in response to a selection, by the user, of a transaction displayed in the transaction history, the selection comprising input by the user into the computerized system.

22. **(Withdrawn)** The method of Claim 21 further comprising retrieving a preference profile for the user.

23. **(Withdrawn)** The method of Claim 22 further comprising crediting a user account indicated in the user preference profile based upon the transaction selected.

24. **(Withdrawn)** The method of Claim 21 further comprising notifying a retailer associated with the transaction selected by the user.

25. **(Withdrawn)** The method of Claim 24 further comprising providing the retailer with the transaction information and user information associated with the transaction selected by the user.

26. **(Withdrawn)** The method of Claim 21 further comprising generating a return shipping label for the merchandise to be returned.

27. **(Withdrawn)** The method of Claim 21 further comprising notifying a shipping provider of a merchandise return to be picked up.

28. **(Withdrawn)** The method of Claim 21 further comprising auctioning the merchandise selected for return by the user.

29. **(Withdrawn)** The method of Claim 21 further comprising communicating between a client system and a server system via the Internet.

30. **(Withdrawn)** The method of Claim 21 further comprising identifying the user using a login process.

31. **(Withdrawn)** The method of Claim 30 further comprising requesting transaction history data from a retailer on a real-time basis upon identifying the user using the login process.

32. **(Withdrawn)** The method of Claim 21 further comprising receiving transaction history data from a retailer on a periodic basis.

33. **(Withdrawn)** The method of Claim 21 further comprising providing the user with a return shipping label for use by the user to return an item associated with the selection.

34. **(Withdrawn)** A method for processing the returns of merchandise comprising:

identifying a user using a computerized login process;

storing transaction history data associated with the identified user in a computerized database, the transaction history data comprising information about one or more purchase transactions associated with the identified user;

displaying the transaction history data associated with the identified user to the user on a computerized system;

initiating a returns process in response to a selection, by the user, of a transaction displayed in the transaction history, the selection comprising input by the user into the computerized system;

notifying a retailer associated with the transaction selected by the user that the returns process has been initiated, and

crediting a user account indicated in a user preference profile based upon the transaction selected by the user.

35. **(Previously Presented)** The method of Claim 2, further comprising completing the returns process based upon settings in the user preference profile.

36. **(Previously Presented)** The method of Claim 2, wherein the user preference profile comprises a name associated with the user, credit information associated with the user, and shipping information associated with the user.

37. **(Previously Presented)** The method of Claim 1, wherein identifying the user comprises identifying the user using a login process.

38. **(Previously Presented)** The method of Claim 37, further comprising requesting transaction history data from a retailer on a real-time basis upon identifying the user using the login process.

39. **(Previously Presented)** The method of Claim 1, further comprising receiving transaction history data from a retailer on a periodic basis.

40. **(Previously Presented)** The method of Claim 1, wherein the listing of merchandise in the transaction history is indicative of merchandise purchased by the user from an e-tailer.

41. **(Previously Presented)** The method of Claim 1, wherein identifying the user comprises receiving a client system identifier in a message from the user.

42. **(Previously Presented)** The method of Claim 1, wherein initiating the return process comprises validating the item of merchandise selected to authorize the return of the item of merchandise.

43. **(Previously Presented)** The method of Claim 1, wherein initiating the return process comprises comparing information associated with the selection of the item of merchandise to at least one return rule of a retailer associated with the transaction.

44. **(Previously Presented)** The method of Claim 1, wherein initiating the return process comprises determining if the selected item of merchandise is perishable.

45. **(Previously Presented)** The method of Claim 1, wherein initiating the return process comprises using the computerized system associated with the user to generate a return shipping label to be used to return the selected item.